



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**ADMINISTRATIVE COORDINATOR**  
HUMAN SERVICES

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

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### **GENERAL STATEMENT OF RESPONSIBILITIES**

Under limited supervision, this position is responsible for coordinating complex administrative responsibilities and functions for the Department of Human Services. This position also serves as the Workers Compensation Coordinator and Assistant to the Human Services Advisory Board. Reports to the Director of Human Services.

### **ESSENTIAL JOB FUNCTIONS**

Performs complex administrative support work for the Director such as word processing, creating spreadsheets, customer correspondence, data entry or retrieval, and functions that may require interpretation, judgment and determining appropriate processes to be used; plans, coordinates and prepares agenda, memos and minutes for various boards, committees and special projects; coordinates and schedules meetings.

Responsible for the effective supervision and administration to include staff development and training, performance management, employee relations, prioritizing and assigning work and related activities; coordinates and records workers' compensation activities and resolves safety issues.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances; Screens and responds to inquiries and complaints; and provides information on policies and procedures.

Performs and assists with a variety of special administrative projects and programs; researches information, prepares reports; requests and distributes office supplies and materials; reviews, processes and distributes mail addressed to management staff; coordinates travel arrangements and registration for departmental staff to include gathering information to prepare and complete the Travel Authorization and Expense Invoice.

Performs other duties as assigned.

### **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- Office Administration – Knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

## **REQUIRED SKILLS**

- Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships/Customer Service – Develops and maintains cooperative and professional relationships with employees and the public. Effectively handles inquiries, complaints from or disputes with customers.

## **REQUIRED ABILITIES**

- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Judgement/Decision Making – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Communication –Excellent ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact, confidentiality, and diplomacy and in a confidential manner.

## **EDUCATION AND EXPERIENCE**

Requires a high school diploma and 5 -7 years of progressively responsible administrative support experience including 2-3 years of supervisory experience or an equivalent combination of education and experience.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.